UNITED NATIONS **A**

General Assembly

Distr.
GENERAL

A/AC.198/1997/6
7 April 1997

ORIGINAL: ENGLISH

COMMITTEE ON INFORMATION
Nineteenth session
13-23 May 1997

SUBSTANTIVE QUESTIONS

Evaluation of the United Nations information centres

Report of the Secretary-General

I. INTRODUCTION

1. The General Assembly, in paragraph 15 of its resolution 51/138 B of 13 December 1996, called upon the Secretary-General to submit a report to the Committee on Information on an evaluation of the United Nations information centres. The present report is submitted in response to that request.

2. The report is also in part a response to the internal self-evaluation system established by the Secretary-General in 1986, according to which the Department of Public Information undertakes regular assessments of its programmed activities and products.

3. The broad objective of the study was to evaluate the functioning of United Nations information centres and determine which areas of their activities needed to be rationalized, strengthened or further reviewed, as indicated by the Committee on Information. Specifically, the study sought to:

(a) Assess the performance of United Nations information centres, particularly in the light of the new challenges and priorities imposed on the Organization's work and of the resources made available to United Nations information centres;

(b) Analyse the relationship between United Nations information centres and local partners or concerned international actors, in view of the latter's potential to contribute to an informed understanding of the Organization's work;

(c) Review the prevalence and use of new information technologies and their effect on the work of United Nations information centres and redisseminators in promoting the principles and purposes of the United Nations.

II. OVERVIEW

A. Original mandate and functions of United Nations information centres

4. United Nations information centres were created by the General Assembly. In the same resolution in which it established the Department of Public Information in 1946 (resolution 13 (I)), the Assembly recognized the need for information centres when it called for the setting up of branch offices of the Department of Public Information in order to ensure that peoples in all parts of the world were fully informed of the aims and activities of the United Nations. In its resolution 42/162 A of 8 December 1987, the Assembly reaffirmed its recognition of the unique function performed by the United Nations information centres.

5. The network of United Nations information centres represents a major element in the Organization's public information strategies and an important means of stimulating local interest in global issues. The main activities of the centres fall into two broad categories. First, they disseminate immediate information on current developments at the United Nations, by keeping the media abreast of the latest news, responding to inquiries, organizing press conferences, producing news bulletins, giving interviews, and monitoring and responding to the media. Secondly, they engage in activities aimed at promoting a better understanding of the principles and purposes of the United Nations. To ensure that information reaches as broad an audience as possible, United Nations information centres maintain and nurture a network of redisseminators, including local media, non-governmental organizations, educational institutions and other public and private sector partners. In cooperation with United Nations information centres, these redisseminators play an important role in furthering public information outreach programmes by organizing special commemorative events or conducting campaigns to raise awareness of the Organization's work.

6. The United Nations has witnessed growth both in its membership and in the number of its subsidiary organs, as well as in the number of global problems it is being called upon to resolve. Inevitably, this has resulted in an increased workload for United Nations information centres since there are more specialized issues to keep abreast of and a corresponding increase in constituents interested in these issues who demand services. Furthermore, United Nations information centres serve as local focal points for information emanating from the United Nations system as a whole. They have become the main depository and disseminator of both information materials by the Department of Public Information and of those of United Nations programmes, funds and specialized agencies.

7. The relations of Directors of United Nations information centres with the media is of critical importance. On a priority basis, United Nations information centres are instructed to respond swiftly to inaccurate or negative

media reports about the Organization. Equally important, Directors of United Nations information centres are encouraged to preempt negative reporting by maintaining close and continuous contacts with media representatives and opinion-makers, regularly briefing them on developments of interest and alerting them to breaking news.

8. By virtue of their presence in a particular country, United Nations information centres are inevitably called upon to perform a variety of non-information tasks at the request of various departments of the Secretariat or other parts of the United Nations system, including intergovernmental bodies. These tasks range from routine services - processing payments on behalf of other United Nations offices, administering examinations on behalf of the Office of Human Resources Management or providing logistical assistance to visiting officials, to name a few - to extraordinary duties such as inspecting airplanes on behalf of subsidiary organs of the Security Council to ensure adherence to sanctions.

9. In cooperation with the Dag Hammarskjöld Library, staff of United Nations information centres periodically inspect and provide assistance and advice on the maintenance of the collections of United Nations depository libraries located in the area covered by the centre concerned.

B. Management of information centres and Headquarters support

10. United Nations information centres are typically small offices with four or five staff members. In some countries they are headed by a Director, who is a staff member of the Department of Public Information, while in others the Resident Coordinator or Resident Representative of the United Nations Development Programme (UNDP) serves as Director or Acting Director. The local support staff usually consists of a National Information Officer or Information Assistant, a Reference Assistant, an Administrative Assistant, a Secretary and, in some locations, a driver who also serves as clerk or messenger. Although the volume and complexity of work has increased, the number of posts available to United Nations information centres, in both the Professional and General Service categories, has been drastically reduced since the late 1980s. Despite the overall loss of posts, new United Nations information centres have opened since 1992 in Bonn, Pretoria, Sana'a, Warsaw and Windhoek.

11. Currently, there are approximately 30 United Nations information centres headed by a UNDP Resident Representative/Coordinator as a result of an initiative begun in 1992 to integrate United Nations information centres with UNDP field offices. The driving force behind integration was both one of concept (projecting a unified image of the United Nations in the field) and of cost-effectiveness (achieving savings through the sharing of staff, common services and, in some locations, common premises). Over the past five years, the number of the Department's Professional posts in the field has been reduced by 38 per cent. Against this background, integration can be viewed as an element in the ongoing reform process of the Organization, in which diminished resources necessitate the search for creative and practical solutions.

12. While integration can technically be achieved through a simple agreement among the Department of Public Information, UNDP and the host Government, to make it truly successful it is also necessary to build in each office a commonality of purpose and a shared commitment to realize the public information mandate on behalf of the Organization as a whole. The Department of Public Information and UNDP are working closely together, with a view to strengthening the integrated Centres.[1]

13. At Headquarters, the Information Centres Service of the Department is responsible for the overall management of United Nations information centres, which currently number 65. The Information Centres Service also provides information support to six United Nations information services and eight United Nations offices. Headed by a Chief at the D-1 level, the Information Centres Service has a total of 10 Professional and 12 General Service staff members who provide administrative support, programme support and information dissemination to the global network of United Nations information centres, which currently consist of 39 Professional and 256 local-level posts (including National Information Officer). In the biennium 1998-1999, it is anticipated that the number of the Department's field posts will be further reduced.

14. In overseeing the network of United Nations information centres, the Information Centres Service negotiates and consults with Member States and substantive departments of the Secretariat, as needed, on all aspects of the operation of the centres. The Information Centres Service is responsible for ensuring that United Nations information centres are managed in a manner that makes the most efficient use of available human and financial resources, and that all relevant administrative instructions, Staff Rules and Regulations and Financial Rules are complied with. The Information Centres Service allocates funds to United Nations information centres, authorizes expenditures and handles all financial, administrative and personnel-related matters in liaison with other offices concerned. In 1996, approximately US$ 5.5 million was available from the regular budget for the operating costs of all United Nations information centres. These funds were supplemented by host government contributions of approximately US$ 1 million, which helped cover operating costs such as rental, maintenance and utilities.

15. The Information Centres Service provides guidance to United Nations information centres in the planning of their information activities and coordinates, as needed, information support and policy with substantive offices at Headquarters and within the United Nations system. Programme guidelines and advice are provided through frequent contacts by telephone, facsimile and electronic mail, as well as through written instructions and a United Nations information centres Operations Manual, which was updated in 1996. Since United Nations information centres are small offices located far from Headquarters, contacts between the Information Centres Service and the field are key in fostering a sense of partnership in a larger team effort and encouraging cooperation among the centres.

16. United Nations information centres are required to report regularly on their activities and programme developments. Reporting procedures were revised in 1996 to ensure a more continuous, thorough and systematic review by the Information Centres Service of the activities of United Nations information

centres. Based on an analysis of the activity reports, feedback is provided to the centres in the form of practical suggestions and comments.

17. The Information Centres Service is responsible for ensuring that the centres receive on a timely basis the information material they need to carry out their work. Recent dramatic changes in communication technology have enabled the Information Centres Service to expand its electronic capability to communicate faster and more efficiently with the field. In this regard, the Information Centres Service has developed and is currently implementing a project with the International Computing Centre and the Société internationale des communications aéronautiques to replace its WANG-based communication network. Completion of this project is expected further to improve communication between the centres and Headquarters.

18. As with most technological dependencies, however, electronic dissemination is not without its problems. Its effectiveness depends on both internal and external factors, such as the reliability of local Internet providers, the quality of equipment and its support, availability of trained staff, and the state of local communications infrastructures (see annex I).

III. METHODOLOGY

19. To meet the objectives of the study stated in paragraph 3 above, a two-pronged methodological approach was designed: first, a background review was undertaken; and, secondly, a survey of Directors of United Nations information centres and local redisseminators was designed and dispatched to the field.

20. The background review involved an analysis of available information on the overall functions and activities of United Nations information centres and the extent of support provided by the Department through the Information Centres Service.

21. The second part of the study consisted of two surveys: one completed by centre Directors and the other by randomly selected local redisseminators or target audiences, such as the media, educational institutions and non-governmental organizations, including United Nations associations. Two separate questionnaires were mailed to 58 centre Directors in October 1996. Both questionnaires dealt with activities carried out by United Nations information centres, the relationship with local partners, and access to and use of new information technologies. The review period was established as September 1995 through August 1996.

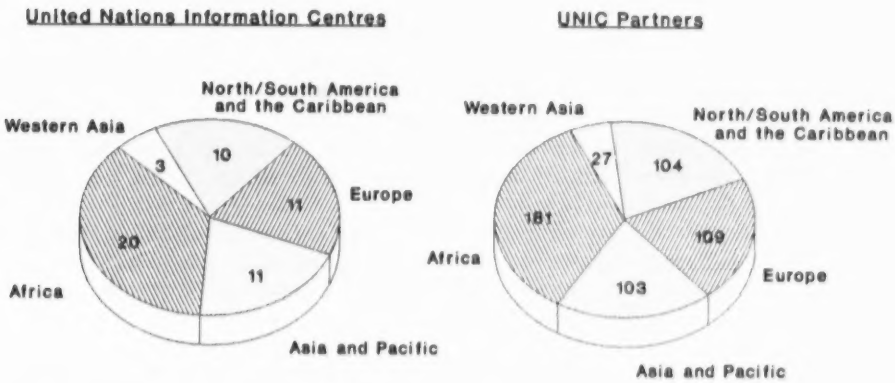
22. Additionally, background data on telecommunication indicators in Member States hosting United Nations information centres were collected, together with information on the availability of new technologies in United Nations depository libraries (see annex I).

23. Although their work is closely related to that of United Nations information centres, United Nations information services and United Nations offices (information component) were not included in the survey because of differences in mandate, functions, budgetary arrangements and staffing.

IV. SURVEY RESULTS

24. During the review period, some centres were either inoperative or only partially operational (Bonn, Bujumbura, Kabul, Managua, Monrovia, San Salvador, Warsaw) and therefore only 58 United Nations information centres were included in the evaluation. Of these, 55 completed and returned the centre Directors' questionnaire; 50 of them administered the other questionnaire to a group of randomly selected local redisseminators (partners), yielding a total of 524 responses (see chart A below). Partners responding to the questionnaire represented a cross-section of the following: media organizations (28 per cent), educational institutions (19 per cent), non-governmental organizations and United Nations associations (17 per cent), individuals (16 per cent), Government offices (11 per cent), libraries (7 per cent), business corporations (1 per cent), with 1 per cent not indicating affiliation.

Chart A: Number of Survey Respondents



25. To facilitate the presentation of the survey results, the analysis of the data has been grouped into the following five categories: (a) outreach activities; (b) effect of budgetary reductions; (c) cooperation between United Nations information centres and local partners; (d) cooperation with the United Nations system; and (e) prevalence and use of new technologies.

A. Outreach activities

26. During the review period (September 1995 to August 1996), all United Nations information centres devoted a great deal of their resources to outreach activities intended to enhance an informed understanding of the United Nations. At the top of the list were the following: information support provided to local organizations; promotional activities in connection with the fiftieth anniversary of the United Nations; and educational programmes such as Model United Nations, curriculum development and teacher training. Other activities

included seminars, journalists' encounters and workshops on specific United Nations issues, as well as dissemination of information, press conferences and briefings, exhibits and book fairs.

27. The responses received from United Nations information centres revealed that the production of local language versions of United Nations information material was a major aspect of their work, despite the limited budgetary resources available for this purpose. Responding to local needs, United Nations information centres also created their own local language information products covering general information on the United Nations system, such as structure, aims and activities, as well as information on specific issues such as global United Nations conferences and teaching about the United Nations. Most United Nations information centres use at least one local language, in addition to the United Nations official languages, to service or communicate with redisseminators and target audiences. Almost all United Nations information centres surveyed produce a newsletter, with print runs depending on demand and availability of resources. Annex II shows examples of languages in which information was produced and disseminated among local audiences.

28. Almost all United Nations information centres obtain regular, although unsystematic, feedback from their redisseminators and target audiences. This feedback - mostly in the form of letters containing critical comments or compliments on specific outreach activities - is analysed by each centre and reported to the Department of Public Information. United Nations information centres monitor local media coverage of the United Nations, sending newspaper clippings as well as excerpts of radio and television news programmes to the Department of Public Information, other Secretariat departments and other organizations of the United Nations system, often on a daily or weekly basis.

B. Effect of budgetary reductions

29. A large number of information-related activities planned by United Nations information centres during the review period were not carried out owing to diminished budgetary funds or to the freezing of vacant posts as a result of the financial crisis of the Organization. A majority of United Nations information centres reported that the restriction on travel had hampered their information outreach to areas away from their locations. Other information activities affected were the adaptation and production of print materials in local languages, multimedia activities about the United Nations and educational programmes. The financial crisis compelled United Nations information centres to take cost-saving measures, including limiting the use of telephone and facsimile, and to adjust their activities to the lower level of funds available in their budget. Almost all centres signalled with alarm that any further budget reductions would seriously jeopardize their capability to disseminate information, particularly if such cuts meant that the introduction of new communication and information technologies would be delayed or not fully implemented.

30. In the light of the recent budgetary reductions, information centres have had to depend increasingly on extrabudgetary funding to ensure that essential information activities are not discontinued. During the review period, the

centres received both financial and non-financial support from some of their partners, including organizations of the United Nations system. While they are being encouraged to seek outside support for special activities and events, a number of centres pointed out that the financial rules of the Organization imposed restrictions on their ability to receive external funds.

31. Governments contributed to information-related activities by sponsoring a number of events organized by United Nations information centres during the review period. However, efforts made by the centres to obtain host government contributions to their operating costs (rental, maintenance, utilities etc.), as well as to increase contributions already made by host Governments, were not entirely successful.

32. The lack of resources notwithstanding, almost all centres recorded major accomplishments during the review period, particularly in such areas as educational programmes and creation of their own "home pages", as well as radio and television programmes on priority United Nations issues.

C. Cooperation between United Nations information centres and local partners

33. Working in partnership with local institutions and organizations, United Nations information centres have established a vital link to the local community. The partners surveyed were generally very supportive of the work of centres and, conversely, United Nations information centres recognized the importance of enhancing working relations with these partners. All 55 centres surveyed provided regular services during the review period to more than 57,000 partners, comprising media organizations, non-governmental organizations and United Nations associations, educational institutions, libraries, government agencies and individuals. In any given month during the period, more than 21,000 partners sought the services of the United Nations information centres. During the same one-year period, more than 27,000 visitors - mainly students, researchers and media practitioners - used the centres' reference libraries.

34. A majority of the centre partners surveyed said that they had undertaken, on their own initiative, several public information projects and activities, often with the centres' support. The most frequently mentioned activities undertaken during the review period were Model United Nations and other educational programmes; preparation of reports and backgrounders for government delegates to the General Assembly; press coverage of United Nations activities; organization and co-sponsorship of seminars, workshops and conferences; and advocacy campaigns to raise public awareness about United Nations themes and issues. Also mentioned were such activities as production and co-production of radio and television programmes, adaptation into local languages of United Nations documents and publications, and dissemination of information on the Organization.

35. As interest in the United Nations has increased, concerned international actors have come to rely more on United Nations information centres to provide them with information on the issues dealt with by the Organization. An overwhelming majority (84 per cent) of centre partners surveyed said that they

considered the centres as the most reliable source of information on United Nations issues. According to 89 per cent of them, the United Nations information centre is their most useful partner and source of information for the preparation of awareness-raising activities or educational events on any of the issues dealt with by the United Nations.

36. Asked how the centres service their needs, a majority of partners cited the timely provision of information on United Nations daily developments; assistance in organizing Model United Nations and other educational programmes; personal research assistance and library services in general; and promotion of communication and cooperation between non-governmental organizations and the United Nations system. For their part, United Nations information centres suggested the creation of a mechanism for coordinating information policy relating to political developments and peacekeeping operations, in order to improve their capability to respond rapidly to media queries.

37. While a majority of partners attached a great deal of importance to the presence of United Nations information centres in their regions, they also were of the view that much could be done by the centres to enhance their working relations with local partners. Among the problems cited in this context were a shortage of United Nations publications; the need for better library services and up-to-date reference material; the lack of modern equipment to facilitate retrieval of United Nations-related information; the inability of centre staff to travel to attend meetings or events organized by local partners away from the location of the centre; the need to organize and cover information activities in all parts of the country under the centre's jurisdiction; and the failure to provide local partners with transportation to attend United Nations events. A recurrent complaint among the centres' partners surveyed was that the centres were not adequately staffed to serve their local communities.

D. Cooperation with the United Nations system

38. As the focal points for public information in the field, United Nations information centres are constantly carrying out such information activities or services as relations with media and non-governmental organizations, dissemination of information and press monitoring (clippings) on behalf of organizations of the United Nations system. The centres underscored the need for better coordination and cooperation among organizations of the United Nations system, particularly in forging a unified outreach approach in a very competitive local and international media environment.

39. During the review period, United Nations information centres reported that they had rendered public information services to more than 40 organizations of the United Nations system, with the top 10 recipients being the following: UNDP, United Nations Population Fund, Food and Agriculture Organization of the United Nations, United Nations Conference on Trade and Development, World Health Organization, United Nations Educational, Scientific and Cultural Organization, United Nations Environment Programme, United Nations Centre for Human Settlements (Habitat), United Nations International Drug Control Programme, International Labour Organization and United Nations Children's Fund.

40. Most United Nations information centres devoted an average of five work-months to providing the services referred to in paragraph 38 above to organizations of the United Nations system. In some cases, the agencies and programmes provided both financial and non-financial contributions for the services rendered to them. Asked to estimate the cost to a United Nations agency or programme if it were to contract these public information services to a local private organization, United Nations information centres responded that in most cases they could cost about US$ 150,000 per year.

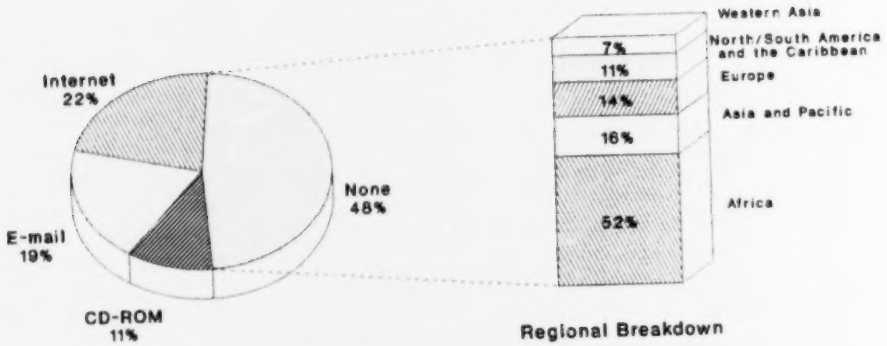
41. Aside from information activities, United Nations information centres regularly perform non-information tasks on behalf of various entities within the United Nations system, particularly Secretariat departments and offices. During the review period, United Nations information centres devoted an average of two work-months to performing such services as procurement coordination, logistical support for visiting senior officials, representation of the United Nations system, liaison with government ministries, assistance to the Office of Human Resources Management in organizing examinations and recruitment of staff, and other administrative tasks.

E. Prevalence and use of new technologies

42. New communication and information technologies are not as pervasive in all regions of the world as might be assumed. Basic telecommunication indicators, together with survey data on availability of new technologies at United Nations depository libraries (see annex I), as well as the results of the present study, show that these technologies are not widely accessible to most redisseminators of information on the United Nations. While most United Nations information centres are electronically connected to Headquarters to facilitate the receipt and accessing of United Nations documents and other information materials, electronic communication with local redisseminators is not prevalent. Almost one half of the local partners surveyed said that they had neither the services of the Internet, nor electronic mail nor CD-ROM (see chart B below). Most United Nations information centres disseminated information material on the United Nations largely by mail, messenger service, personal visits or the staging of special events.

43. Asked how the use of new technologies had affected their work during the review period, 74 per cent of United Nations information centres replied that personal visits and inquiries had increased and 83 per cent said that requests for print materials had gone up. A majority of centres reported receiving many visitors to their reference libraries who wished to avail themselves of the Internet and CD-ROM.

Chart B: Access to New Technologies
Among UNIC Partners



44. The survey results suggested that in other locations where partners or redisseminators had access to new communication technologies, the availability of ample information on the United Nations on the Internet had actually led to an increase in the number of inquiries and requests for centres' assistance. On the one hand, some individuals or organizations needed help in "navigating" the Internet and guidance on where precisely they could find information on a particular United Nations issue. On the other hand, a United Nations information centre was contacted, in many instances, by individuals or organizations that had consulted the United Nations "home page" and now wanted additional information from the centre. This suggests that the prevalence and use of new communication technologies in some regions of the world do not necessarily diminish the importance and use of other traditional means of information dissemination, nor do they substitute for interpersonal contacts and assistance.

45. Local redisseminators and target audiences in many regions are increasingly demanding the availability of the Internet and CD-ROM at centres' reference libraries, expecting the centres to be trendsetters in the use of new technologies. This demand also comes from regions where Internet services are available but most of the local users, such as university students and professors, do not have sufficient terminals and therefore need to consult the centre reference libraries on a regular basis. United Nations information centres called for an upgrading of their technological capabilities, for the training of their staff in the use of new communication technologies and for the centres to be kept abreast of relevant developments at Headquarters.

46. Although most centres reported that electronic communication had improved their contact with Headquarters, they still emphasized the need for more meetings and briefings, both regionally and at Headquarters, to enhance communication, information-sharing and feedback among United Nations information centres themselves and between them and the Information Centres Service. They

also stressed the importance of staff development seminars to strengthen professional expertise.

V. CONCLUSIONS AND RECOMMENDATIONS

47. When the General Assembly established the Department of Public Information, in 1946, it declared that the United Nations could not achieve its purposes unless the peoples of the world were fully informed of its aims and activities. While this basic mandate has remained unchanged over the years, several factors have affected the functions of United Nations information centres and the services they render to the public. The climate in the information marketplace today is more quick-paced, competitive and professionally challenging than when the first centres were opened. The proliferation of modern information technology carries enormous potential. The dramatic increase in both the number and influence of non-governmental organizations has also given added importance to the catalytic role of United Nations information centres in coordinating the efforts of these organizations on specific issues of concern to the United Nations in a manner relevant to the local community.

48. Local constituents rely on United Nations information centres as their most important source of information about the United Nations, and highly value the personalized services that the centres are able to provide.

49. Dissemination of information by United Nations information centres continues to be carried out mostly by traditional means, since the Internet, CD-ROM and other new technologies are not as widely used by centres' partners as might be assumed. Even in those locations where access to the Internet is prevalent, the use of new communications technology has not lessened the demand for print and audio-visual materials on the United Nations. On the contrary, the demand for services has increased, as United Nations information centres are able to customize, package and provide hands-on assistance to individuals and organizations.

50. United Nations information centres play a key role in engaging and supporting non-governmental organizations and other local organizations in community-based activities aimed at highlighting United Nations themes. By virtue of their close contact with the community and their knowledge of local interests and trends, United Nations information centres have a unique capability to tailor and deliver the United Nations message with maximum impact.

51. United Nations information centres produce information materials in various local languages to meet the needs and interests of the public in their locations, in line with the Department's mandate to reach as wide an audience as possible. These productions are often done through co-sponsorship and joint initiatives with centre partners, including organizations of the United Nations system.

52. United Nations information centres perform a wide range of information and non-information services on behalf of various departments of the Secretariat as well as organizations of the United Nations system. The value of these services can be seen in financial savings and efficient programme implementation.

53. Despite a reduction of 38 per cent in the number of Professional posts and 17 per cent in the number of local-level posts since 1992, United Nations information centres have made every possible effort to meet their mandated tasks through innovative approaches to their work, maximum use of the information technologies at their disposal, and staff who perform multiple tasks, in close consultation with Headquarters.

54. Based on the above conclusions, the following recommendations are offered for consideration by the Committee on Information:

Recommendation 1

All organizations of the United Nations system should coordinate outreach activities with United Nations information centres, which serve as focal points for public information, in order to pool resources, avoid duplication and project a unified image of the United Nations in the field.

Recommendation 2

The adaptation and production of information material for local audiences should be continued and supported, in keeping with the mandate of the Department of Public Information to reach as wide an audience as possible.

Recommendation 3

The technological capabilities of United Nations information centres should be strengthened to enable them to perform their functions in a field where speed is of the essence, thus giving them more credibility and improving their standing in a highly competitive media environment.

Recommendation 4

Communication among United Nations information centres themselves and between United Nations information centres and Headquarters should be strengthened by holding briefings at Headquarters and regular regional meetings in order to share information, coordinate efforts and review areas of concern. The Information Centres Service should, subject to the overall resource constraints under the regular budget section of the Department of Public Information, be provided with adequate resources for that purpose.

Recommendation 5

The Department of Public Information should improve or facilitate access by centre Directors to in-depth background information pertaining to United Nations political issues in general and to peacekeeping missions in particular, in order to enhance their credibility when dealing with the media.

Recommendation 6

Staff development seminars should be organized on a regular basis to improve professional skills, particularly in the use of new communication technologies.

Recommendation 7

The budgetary arrangements for United Nations information centres should be reviewed with a view to making them flexible enough to accommodate local initiatives for obtaining external funds from such sources as non-governmental organizations, Governments, educational institutions, businesses and individuals.

Recommendation 8

Efforts to strengthen United Nations information centres integrated with UNDP field offices should be continued with a view to ensuring that the public information mandate of the Department of Public Information is effectively carried out by those offices.

Recommendation 9

The present means of obtaining audience feedback should be refined in order to draw up a set of survey guidelines for all United Nations information centres to enable them systematically to gauge the effectiveness of their services.

Notes

[1] A separate report on integration of United Nations information centres with field offices of the United Nations Development Programme is before the Committee (A/AC.198/1997/5).

Annex I

Selected telecommunication indicators for UNIC host countries and availability of electronic services at United Nations depository libraries

United Nations information centre host country	Telecommunication indicators[a]				No. of United Nations depository libraries[b]	No. of United Nations depository libraries providing:[c]					
						Internet services				CD-ROM services	
	Telephone lines/100 inhabitants	Estimated fax machines	No. of Internet hosts	No. of personal computers		Telnet	FTP	E-mail	WWW	Server	Reader
Argentina	15.99	50 000	5 312	850 000	7	2	2	3	2		4
Australia	50.96	475 000	309 562	5 200 000	7	6	3	5	6	6	6
Bahrain	24.23	5 730	142	29 250	1						
Bangladesh	0.23	2 000			1						
Belgium	45.75	165 000	30 621	1 400 000	4	2	2	2	2	1	3
Bolivia	3.45		66		1			1			1
Brazil	7.48	200 000	20 113	2 100 000	4						2
Burkina Faso	0.29			60							
Cameroon	0.45										
Colombia	9.98	100 000	2 262	630 000	2			1	1		1
Congo	0.81	110									
Czech Republic	23.65	73 552	21 856	550 000	3	3	3	3	3	2	3
Denmark	61.26	250 000	50 557	1 414 000	2	2	2	2	2	2	2
Egypt	4.63	21 591	591	194 000	3	1	1	2	1	1	2
France	55.80	1 900 000	151 173	7 800 000	9	5	2	6	4	5	8
Ghana	0.35	4 500	6	20 000	2						1
Greece	49.32	15 258	7 741	350 000	3						
India	1.29	50 000	788	1 200 000	14	4	2	4	2	2	4
Indonesia	1.69	85 000	2 351	730 000	2			1	1		
Iran (Islamic Republic of)	7.94	30 000	271		3						
Italy	43.35	202 000	73 364	4 800 000	7	1	1	1	1	1	1
Japan	48.72	6 000 000	269 327	19 100 000	14	7	6	5	8	5	9
Kenya	0.90	3 800	17	18 000	1						

/...

United Nations information centre host country	Telecommunication indicators[a]				No. of United Nations depository libraries[b]	No. of United Nations depository libraries providing:[c]					
						Internet services				CD-ROM services	
	Telephone lines/100 inhabitants	Estimated fax machines	No. of Internet hosts	No. of personal computers		Telnet	FTP	E-mail	WWW	Server	Reader
Lesotho	0.90	569			1		1	1			
Libyan Arab Jamahiriya	5.88				2						1
Madagascar	0.24				1			1			1
Mexico	9.58	180 000	13 787	2 400 000	2	2	2	2	2	2	2
Morocco	4.33	7 500	229	45 000	1						
Myanmar	0.32	1 419			1						
Namibia	5.06		11		1			1			1
Nepal	0.36	600	19		1			1			1
Nigeria	0.36			440 000	7			1			2
Pakistan	1.64	159 000	17	155 000	6	1	1	1	1		2
Panama	11.42		148		1						
Paraguay	3.08				1						
Peru	4.71	15 000	813	140 000	2			1			1
Philippines	2.09	35 000	1 771	770 000	5	1		2		2	3
Portugal	36.12	35 343	11 776	600 000	2	1	1	1	1		1
Romania	13.08	20 746	1 739	120 000	1						
Russian Federation	16.99	26 324	21 940	2 600 000	3		1	2			2
Senegal	0.98		14	60 000	2		1	2	1		2
South Africa	9.45	75 000	48 277	1 100 000	4	3	3	4	3	2	4
Spain	38.51	215 000	51 456	3 200 000	6	4	3	4	3	1	4
Sri Lanka	1.13	11 000	6	20 000	1						
Togo	0.53	10 000		175	1					1	1
Trinidad and Tobago	16.04	2 023	55	25 000	1	1	1	1	1		1
Tunisia	5.83	25 000	79	60 000	1						
Turkey	21.16	99 146	5 345	780 000	2	2	2	2	1	1	2

United Nations information centre host country	Telecommunication indicators[a]				No. of United Nations depository libraries[b]	No. of United Nations depository libraries providing:[c]					
						Internet services				CD-ROM services	
	Telephone lines/100 inhabitants	Estimated fax machines	No. of Internet hosts	No. of personal computers		Telnet	FTP	E-mail	WWW	Server	Reader
United Kingdom of Great Britain and Northern Ireland	50.21	1 800 000	439 732	10 900 000	13	10	7	12	12	9	13
United Republic of Tanzania	0.30				1			1		1	
United States of America	62.71	14 052 000	6 054 959	86 300 000	39	37	37	36	38	29	37
Yemen	1.24	2 000			1						
Zaire	0.08	5 000									
Zambia	0.82	600	69		2	1	1	1	1	1	1
Zimbabwe	1.40	10 000	93	33 000	2	1		1			

Note: Blank spaces indicate that data are not available.

[a] Provided by the International Telecommunication Union from its World Telecommunication Development Report database (1993-1995).

[b] Excluding UNIC reference libraries, which also function as United Nations depository libraries. In Burkina Faso, Cameroon, the Congo and Zaire, there are no United Nations depository libraries other than the UNIC. Source: List of Depository Libraries Receiving United Nations Material (ST/LIB/12/Rev.13 of 26 March 1996).

[c] Internal report entitled "Depository library system questionnaire 1996", prepared by the Dag Hammarskjöld Library (January 1997).

Annex II

Languages of information materials produced by United Nations information centres (partial list)

Region	Languages (examples)	Information materials (sample)
Africa	Afrikaans, Arabic, English, French, Hausa, Igbo, Kabye-Ewe, Kiswahili, Kituba, Lingala, Malagasy, Ndebele, Oshiwamho, Portuguese, Pulaar, Shona, Swahili, Woloff, Yoruba	An Agenda for Development An Agenda for Peace Basic Facts about the United Nations Charter of the United Nations
Asia and the Pacific	Bahasa Indonesia, Bangla, Bengali, Myanmar, Chinese, English, Farsi, Hindi, Japanese, Nepali, Pilipino, Sinhala, Tamil, Urdu	Report of the Secretary-General on the work of the Organization United Nations in Brief Universal Declaration of Human Rights
Europe	Czech, Danish, Dutch, English, Finnish, French, German, Greek, Icelandic, Italian, Norwegian, Portuguese, Romanian, Russian, Spanish, Swedish	Various: Fact sheets on the work of the Organization (Protecting the global environment; Setting the record straight; What's the United Nations)
North/South America and the Caribbean	Aymara, English, French, Guarani, Portuguese, Quechua, Spanish	On International Year for the Eradication of Poverty On Peacekeeping operations
Western Asia	Arabic, English, Turkish	On teaching about the United Nations On United Nations Conferences (Fourth World Conference on Women; Habitat II; World Food Summit)